

THANK YOU

Eden Carers would like to thank the following for their continued support:

- \* Cumbria County Council—Adult Social Care
- \* Cumbria Country Council—Children's Service
- \* North Lakes Hotel & Spa for pamper sessions
- \* Cash for Kids
- \* Sainsbury's Penrith for flowers
- \* Eden Carers Volunteers
- \* Penrith Soroptomists for administering the Annual User Survey
- \* Joanna Griffiths at The Retreat, Greystoke for therapy treatments

Donate now

You may have noticed the appearance of our 'Donate Button' on our emails and social media.

With continued funding cuts, donations are becoming increasingly crucial to continue and **INCREASE** the services and activities we provide. We want to make a difference, making your caring role easier. So please, consider supporting us enabling us to continue to support Carers; through a donation, memorial funding or a legacy.

## Eden Carers Statement of Intent

"Eden Carers is committed to identifying and eliminating prejudice and all forms of discrimination, direct and indirect, which restrict or hinder the promotion of equal opportunities, the provision of equal treatment and the positive valuing of diversity throughout all areas of its work and activities." Eden Carers welcomes any comments, suggestions or criticisms about their work as a means of giving good service. Comments should be sent to the Chairman of Eden Carers in the first instance.

Accessibility: Eden Carers will do what is reasonable to provide information in alternative formats on request. If we encounter difficulties meeting your request, we will discuss the best solution for you. Please contact us on 01768 890280.

Whilst every care is taken to ensure that the information is correct, Eden Carers cannot accept liability for omissions or inaccuracies or for any consequences arising therefrom and cannot take responsibility for the quality of any of the services or products mentioned. Any opinions expressed are those of the authors and not necessarily of Eden Carers.

### Four easy ways to contact us:

#### 1. In person at the office:

Eden Carers

The Office Mardale Road  
Penrith CA11 9EH

#### 2. By Letter

At the above address

#### 3. By E-Mail:

enquiries@edencarers.co.uk

#### 4. By Phone:

Tel: 01768 890280

#### Chief Officer:

Dani Leslie

#### Lead Carers Support Worker

Jenny Soulsby

#### Adult Carers Support

#### Coordinator:

Wendy Rheam

#### Generic Carers Support

#### Coordinators:

Fiona Johnson

Maddy Teasdale

Amanda Milton

Jade Steadman

Patsy Newsome

#### Volunteer Coordinator:

Susan Coffey

#### Admin/Finance Coordinator:

Sue Firth

eden  
carers  
Supporting Unpaid Carers

Summer 2018

## Newsletter

The Office Mardale Road Penrith CA11 9EH

T: 01768 890280 E: enquiries@edencarers.co.uk

www.edencarers.co.uk

Charity Reg No: 1101719 Company Reg No: 4929903

### SUPPORT FOR COMPLETING BENEFITS FORMS

#### Inside this issue:

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Thanks and How to Contact Us

We understand how important it is for carers and their loved ones to maximise their income, so you have additional money to help pay for domiciliary care, taxis, or for a cleaner – any extra income that can help you in your caring role. The two benefits which Eden Carers can support you in applying for are: **Attendance Allowance and Carers Allowance.**

**Attendance Allowance** is non-means tested and helps with extra costs if you have a disability severe enough that you need someone to help look after you. It is paid at 2 different rates, dependent on the level of care your disability requires. It doesn't cover mobility needs. You don't have to have someone caring for you in order to claim. You could get £57.30 or £85.60 a week to help with personal support if you're:

- physically or mentally disabled
- aged 65 or over

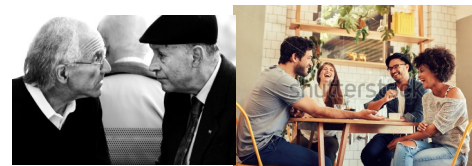
Other benefits you receive can increase if you get Attendance Allowance, such as additional Pension Credit, Housing Benefit or Council Tax Reduction.

**Carers Allowance** - You might be able to get Carer's Allowance of £64.60 per week if you meet the criteria and the person you care for gets benefits such as Attendance Allowance, Personal Independence Payment or Disability Living Allowance. You don't have to be related to, or live with, the person you care for. You won't be paid extra if you care for more than one person.

**Other Benefits** – Eden Carers staff are not trained benefit advisors, but we are always happy to support you in completing benefit forms, including applications for the **Blue Badge Scheme.** We will always signpost you to other organisations who can advise you on what other welfare benefits you may be entitled to.



Eden Carers Social Events



Hubs	Dates	
<b>Lunch Hub</b> St. Andrews Church – Penrith 12.00pm	Tuesday 15 May, Tuesday 24 July, Tuesday 25 September	Tuesday 19 June Tuesday 21 August
<b>Court Thorn Hub</b> Court Thorn Surgery 1.00—3pm (Every 1st Monday of the month except Bank Holidays)	Monday 14 May, Monday 2 July, Monday 3 September	Monday 4 June Monday 6 August
<b>Coffee Hub</b> George Hotel - Penrith 10.30am	Tuesday 1 May, Tuesday 10 July, Tuesday 4 September	Tuesday 5 June Tuesday 7 August
<b>Alston Hub</b> The Bungalow at Alston Hospital 11.15am – 12.15pm	Thursday 31 May, Thursday 26 July, Thursday 27 September	Thursday 28 June Thursday 30 August
<b>Men's Hub</b> Various locations. 2.00pm (Every 2nd Tuesday of the month)	Tuesday 8 May, Tuesday 10 July, Tuesday 11 September	Tuesday 12 June Tuesday 14 August
<b>Art and Craft Hub</b> The Office 10.30am—12:30pm (Every 2nd Thursday of the month) <b>Please contact the office to book your place at these activities.</b>	Thursday 10 May Thursday 14 June Thursday 12 July	Silk Painting Knit, Natter & Sew (see page 5) Painting with acrylics

<b>Advice Sessions</b>	Eden Carers Offices <b>1pm—3 pm.</b> To reserve your place, or for further information, contact 01768 890280	
	<b>Protecting Your Money</b>	Friday 18 May
	<b>Tips for Supporting someone with Dementia Penrith Methodist Church</b>	Tuesday 12 June 10am—3pm See Page 4
	<b>Aging is inevitable, depression &amp; anxiety are not</b>	Monday 9 July

**Carers' Clinics – One to One**

**Alston**  
Venue: The Bungalow, Alston Hospital  
Time: 9.45am -11.15am

Thursday 31 May  
Thursday 28 June  
Thursday 26 July  
Thursday 30 August  
Thursday 27 September

**Please book an appointment on: 01768 890280**

RECIPE

(www.bbcgoodfood.com)

Ingredients -

- 300g Strawberry
- 250g Blackberry
- 100g Redcurrant
- 500g Raspberry
- OR 1.25kg/2lb 12oz Mixed berries/currants
- 175g Golden Caster Sugar
- 7 slices day-old white bread from a square, medium-cut loaf

SUMMER PUDDING



Method

- Bring out the juices: Wash fruit and dry on kitchen paper—keeping strawberries separate. Put sugar and 3tbsp water into a large pan. Gently heat until sugar dissolves, stirring. Bring to a boil for 1 minute then tip in the fruit (not the strawberries). Cook for 3 mins over a low heat, stirring. Put a sieve over a bowl and tip in the fruit and juice.
- Line a 1.25 litre bowl with cling film. Overlap two pieces of cling film in the middle of bowl. Let edges over hang by about 15cm. Cut crusts off the bread. Cut 4 pieces of bread in half, a little on an angle, to give 2 lopsided rectangles per piece. Cut 2 slices into 4 triangles each and leave the final piece whole.
- Dip the whole piece of bread into the juice to coat. Push into bottom of basin. Dip the wonky rectangular pieces, fitting them into the basin. Spoon in the softened fruit, adding the strawberries randomly.
- Dip the triangles in juice and place on top, trimming as necessary. Bring clingfilm over the top to hold loosely. Put a side plate on top and weight down (cans will do nicely). Place in fridge for 6 hours or overnight. To serve, open clingfilm and flip over on to a plate.

Future Events

If you have any ideas for future Adult Carers newsletters and activities we would like you to tell us about it. Please contact us by phone 01768 890280 or email: enquiries@edencarers.co.uk



**Emergency Out of Hours Contact Adult Social Care**  
Out of office hours and during Bank Holidays, Carers can contact Cumbria County Council Switchboard **01228 526690** In the event of an emergency



## GRANT SCHEMES FOR REPLACEMENT BOILERS AND INSULATION

Rural Funding Services are able to provide information on how to apply for a grant for replacement boilers and insulation for properties for people on certain benefits.

There are criteria to qualify for this scheme and further details can be obtained by contacting Rural Funding Services directly.

Rural Funding Services <http://ruralfundingservices.co.uk/>  
 Our office address is Office 39, The Palace Hub,  
 28-29 Esplanade, Redcar, TS10 3AE  
[mailto: info@ruralfundingservices.co.uk](mailto:info@ruralfundingservices.co.uk)



## REVIEW YOUR FUEL PRICES—YOU COULD SAVE MONEY

Cumbria Action for Sustainability (Cafs) have joined forces with Energylinx to help you save money on your energy bills. Energylinx search and compare every tariff available from all gas and electricity suppliers in the UK. You could make considerable savings each year.

To make a comparison on line, see [www.cafs.org.uk/tariff](http://www.cafs.org.uk/tariff) or  
 Call free on 0800 520 2031  
 Lines open Monday to Thursday 9am to 8pm and  
 Friday 9am to 6pm

### Staff Changes

We are happy to welcome two new members of staff to the Eden Carers team, **Patsy Newsome** and **Jade Steadman**. They are both looking forward to meeting our Carers.



## Volunteer Services



**LOOKING FOR A NEW JOB?  
 WANT TO GET BACK INTO WORK?  
 NEED TO REFRESH YOUR CV  
 OR SET UP YOUR OWN BUSINESS?**

### TIME FOR A CHANGE?

Business Consultant and experienced recruiter, Julia K Oliphant, of J K Connect Consulting, is offering Carers free advice and consultancy to get you back on track. We know Carers sometimes find it difficult to access advice regarding employment, especially when that employment has to fit in with a caring role. Julia has years of experience advising individuals on:

- ♦ preparing for work, including an analysis of skills and training needs
- ♦ completing an application form effectively
- ♦ developing communication skills & interview techniques
- ♦ confidence building
- ♦ creating your own business opportunities/working from home

If you feel you would benefit from some career guidance, or would like a chat about how you might change your current employment status, Julia can help. She will provide an initial assessment by phone and then a 1 hour free of charge session, focusing on a particular area you would like to develop. If further advice is required, Julia is offering a discount on her normal consultancy fee, if referred via Eden Carers. To book an assessment contact your case-worker at Eden Carers, who will put you in touch with Julia.

## Support & Activities CARERS' WEEK 11–17 JUNE 2018

**Tuesday 12 June**

10am – 3pm

Methodist Church, Wordsworth Street, Penrith

### 10 TOP TIPS IN SUPPORTING SOMEONE WITH DEMENTIA

Lynda Hutton, from Stirling University's Dementia Centre, will be discussing how to support someone with dementia, giving practical information on areas such as:

- *understanding and coping with behaviour*
- *creating a relaxing environment*
- *improving communication*

The information and help provided draws on research and knowledge developed over the past 25 years.

The event provides the opportunity for carers to explore specific

**Lunch provided**— Attendance limited to 20 people, so booking is essential.  
Call 01768 890280 to reserve your place.

**Saturday 16 June** 10.30am – 4.30pm



### ULLSWATER STEAMER CRUISE AND LUNCH

Steamer departs Pooley Bridge at 10.55am,  
arrives Glenridding at 11.55am.

Buffet lunch (sandwiches/sausage rolls/scones and cakes)  
at the Inn on the Lake at 12.30pm.

Steamer departs Glenridding at 3.15pm, arrives Pooley Bridge at 4.15pm

**Carer cost £10, another accompanying adult £10**

## AGEING IS INEVITABLE, DEPRESSION AND ANXIETY ARE NOT



In conjunction with AgeUK and First Step, Cumbria Partnership NHS have produced an information booklet aimed at Over-65s who feel stressed, anxious, worried, low, sad or down.

### Key Points made:



Getting older doesn't mean  
you have to feel depressed  
or anxious

Our mental health  
affects how we think and  
feel and how we cope  
with life's ups and downs

It's never too early  
or too late to ask  
for help

### First Step could help

They provide free, talking therapies to adults in Cumbria to help with a range of common mental health problems including depression, anxiety, worry, panic attacks, health anxiety, obsessions, anger or sleep problems.

Ask your GP or Practice Nurse to refer you or refer yourself online  
[www.firststep.cumbriapartnership.nhs.uk](http://www.firststep.cumbriapartnership.nhs.uk)

**First Step** can support you to make changes that will  
increase your confidence and ability to cope.







## STRUGGLING TO FIND APPROPRIATE RESPITE CARE?

- ◇ Respite in Eden is currently very hard to obtain, due to lack of beds. It's likely that you will have to travel to other areas of Cumbria or even beyond.
- ◇ Have you considered accessing respite out of County, for instance Darlington or Lancaster, where provision is greater? Did you know Darlington has over 20 care homes? Depending on where you live in Eden, the travel time could be less than travelling to Workington for example.
- ◇ If you are in receipt of a package from Eden Adult Social Care (ASC) and eligible for respite; or a portion of it is to be paid, contact the Eden ASC team in the first instance who will assist you in finding a bed.
- ◇ If you are a self-funder, you can also contact Eden ASC (Tel: 0330 3033249) who will work with you to help find a respite bed, which you will have to pay for. Depending on other counties regulations, you may also be able to approach a private Care Home directly, asking about prices and respite availability.



### Have you paid for a Power of Attorney?

If you paid to register a Power of Attorney in England or Wales between 1 April 2013 and 31 March 2017, you might be owed a refund of up to £54.

**How much can I reclaim?** Depends on when you paid for the Power of Attorney and whether you paid the full registration fee or the half-price fee.


**How to claim a refund** To apply you can claim a refund online—<https://www.gov.uk/power-of-attorney-refund> or phone the Office of the Public Guardian's helpline on 0300 456 0300 and select Option 6. You will need relevant information to hand.

## HOW TO SWITCH YOUR BANK ACCOUNT



With the continued closure of banks in our market towns, Barclays in Appleby closing 18<sup>th</sup> May, we thought some guidance on how to switch your accounts to a new bank, might be timely.

Most banks have agreed to use the new 'Current Account Switch Service', which means it should take just seven working days to switch you over from your old account once the new account is opened. If you want to check which banks and building societies are participating, you can search by name here on the [Current Account Switch Service \(CASS\)](#) website. The switching service is largely automated. The step-by-step process below details exactly what happens.

<p><b>Step 1:</b> When you apply to the new bank, it will undertake its normal account-opening procedures. It will confirm that it will use the new CASS Guarantee. Banks and building societies have to comply with strict money-laundering rules so, when you open an account, you will be asked to provide 2 separate documents for proof of identity &amp; proof of address.</p>	<p><b>Step 2:</b> Once your new account has been opened, you will need to complete a 'Current Account Switch Agreement' form &amp; a 'Current Account Switch Service – Account Closure' form.</p> 
<p><b>Step 3:</b> You will be able to choose &amp; agree a convenient switch date for you with the new bank or building society. It can't be a Saturday, Sunday or Bank Holiday, and must be at least 7 working days after your account has been opened.</p>	<p><b>Step 4:</b> Once this has been agreed, your new bank will provide confirmation that the switch has begun and will be completed on the agreed switch date.</p>
<p><b>Step 5:</b> You will continue using your old current account up until the agreed switching date. Your new bank will contact you if there are any issues during this period.</p>	<p><b>Step 6:</b> On the switch date, your new bank will be responsible for moving your incoming and outgoing payments and transferring any money to your new account, before closing the old account and sending confirmation that the process is complete.</p>

### What can I do if I encounter any problems?

The **Current Account Switch Guarantee** outlines how the switching service works and what rights you have if anything goes wrong with the switch. All providers offering the Current Account Switch Service will abide by these rules.

*If you are unhappy with the switching process contact your new bank in the first instance. If you're still not satisfied you can take your complaint to the Financial Ombudsman Service (FOS).*